DATA ITEM DESCRIPTION

Note to drafters: This is a generic template for a DID to describe a stand-alone plan for the management of a specific group of Services described in the SOW. Note that DID-CSER-SMP includes options for sub-plans under clause 6.3. A DID developed using this template may be more suitable than a sub-plan to the SMP when the Services are significant in scale or will be managed by a specific business unit or Subcontractor.

Note that the DID number and right header are updated via the document’s ‘custom properties’.

1. DID NUMBER: DID-CSER-(Amend the 'Title' Property to change)-V1.1
2. TITLE: [...INSERT NAME...] Management PLAN
3. DESCRIPTION and intended use

Note to drafters: The ‘description and intended use’ has three clauses: 3.1 to describe what the plan is, 3.2 why the Contractor uses it, and 3.3 why the Commonwealth wants to have access to it. Note that plans may refer out to ‘supporting information’ (eg, a quality procedure, etc), for additional detail (as noted in SOW clause 3.1). The clauses below need to be developed for the specific application, but they reflect the typical structure used in DIDs for plans.

For brevity in the clauses below “[…PLAN…]” means insert the abbreviation for this plan and “[…SERVICE…]” means insert the name of the related Services.

The [...INSERT FULL NAME...] Management Plan ([...PLAN...]) is the overarching management plan for the performance of the [...SERVICE...] Services, and defines the Contractor's plans and processes for meeting the [...SERVICE...] Services requirements of the Contract.

The Contractor uses the [...PLAN...], including supporting information (as required), to:

define, manage and monitor the provision of [...SERVICE...] Services required under the Contract;

ensure that those parties (including Subcontractors) who are providing the [...SERVICE...] Services understand their responsibilities, the processes to be used, and the time-frames involved;

demonstrate that it has and maintains an organisation with the capability and capacity to meet its [...SERVICE...] Services responsibilities; and

define the Contractor’s expectations for Commonwealth involvement in the provision of [...SERVICE...] Services.

The Commonwealth uses the [...PLAN...] to:

gain visibility and assurance that the Contractor’s planning and management of the scope of [...SERVICE...] Services required by the Contract;

provide a benchmark for monitoring and assessing the Contractor’s performance in relation to the Services; and

confirm and co-ordinate the Commonwealth interfaces with the Contractor’s organisation, and provide input into the Commonwealth’s planning.

1. INTER-RELATIONSHIPS

Note to drafters: The ‘inter-relationships’ clause identifies other Contract documents, mostly data items, with which the plan is closely inter-related. The second clause is required if there are related data items, other than the SMP, and for the reporting requirement for the Services within the CSR – develop the list as required.

The [...PLAN...] is subordinate to the Services Management Plan (SMP).

The [...PLAN...] inter-relates with the following data items, where these data items are required under the Contract:

[...INSERT NAME...] Plan ([...ABBREVIATION...]); and

Contract Status Report (CSR).

1. Applicable Documents

Note to drafters: The ‘applicable documents’ are documents sourced from outside the Contract, such as relevant Defence policies and procedures (eg, Defence Safety Manual), which may need to be provided as GFI. If there are no applicable documents, replace the draft clause with “Nil.” The words “to the extent specified herein” means that somewhere in the Specific Content (clause 6.2) there will be a direct reference to the applicable document (or a section within it).

The following documents form a part of this DID to the extent specified herein:

|  |  |
| --- | --- |
| 1. [...ABBREVIATION...] | 1. [...INSERT DOCUMENT NAME...] |
| 1. [...ABBREVIATION...] | 1. [...INSERT DOCUMENT NAME...] |

1. Preparation Instructions
   1. Generic Format and Content

Note to drafters: This section includes standard clauses and refers to the SOW clause for generic requirements for all data items. Clause 6.1.3 will only be applicable if there is a related plan, other than the SMP, requested under the SOW. Clause 6.1.4 is a common clause for a matrix to demonstrate how each requirement in this DID has been addressed or is not applicable; this allows the Contractor to structure their plan in a different way, if that better suits their business processes.

The data item shall be provided in the Contractor’s format while complying with the content and preparation instructions contained in clause 2.3 of the Statement of Work.

If the Contractor has internal plans and procedures, which are accessible to the Commonwealth Representative and which contain aspects of the required information, the [...PLAN...] shall summarise these aspects and refer to the other plan or procedure.

If the Contract has specified delivery of another plan that contains aspects of the required information, the [...PLAN...] shall summarise these aspects and refer to the other plan.

* 1. Specific Content

Note to drafters: Clause 6.2 details the specific, individual content requirements to be addressed in the Contractor’s plan. Like typical management plans, it should:

1. describe the overall scope;
2. identify the organisations performing the work;
3. identify the managers with important responsibilities for the Services;
4. describe how work is assigned, and then co-ordinated and monitored;
5. describe how processes are defined and controlled;
6. describe the interfaces with the Commonwealth; and
7. describe related reporting and review requirements.

DIDs should follow conventions of good practice. A DID defines requirements for a data item, the DID itself should not include obligations on the Contractor that should be in the COC or SOW. For example, this DID refers to the content of a plan (eg, “The [X] Plan shall describe …”); it should not include directions to the Contractor (ie, do not state “The Contractor shall …”). The SOW needs to include a clause for the Contractor to implement the Approved plan; this SOW clause creates the “Contractor shall …” requirement and also includes the plan as a formal part of the Contract.

The following draft clauses are not intended to be restrictive. They may be deleted, amended or added to as appropriate.

* + 1. Scope

The [...PLAN...] shall include a summary of the scope of work to be undertaken to provide the [...SERVICE...] Services. The summary shall be sufficient to inform the reader of the range and nature of the Services, the Subcontractors involved, geographic locations, other relevant factors, covering both firm-priced and potential Ad Hoc Services (if applicable).

* + 1. Organisation

The [...PLAN...] shall describe, in respect of the Contract:

the Contractor's organisational structure, identifying applicable business units; and

the role of each business unit, including Subcontractors, involved in the provision of Services or specific functions (eg, human resources).

The [...PLAN...] shall:

identify the managers with responsibilities for the performance of the Services, including the titles and contact details for management positions, which may include:

the senior manager;

managers for specific functional responsibilities, geographic regions, etc; and

supervisors with work certification responsibilities, and

Note to drafters: If the Contract will not have Key Persons, delete the following sub-clause.

identify any Key Staff Positions in the Contractor’s and Subcontractors’ organisations that are applicable to the management and/or the performance of the Services.

* + 1. [...SERVICE...] Services Management

The [...PLAN...] shall describe, for the [...SERVICE...] Services, how:

work activities are planned, allocated, scheduled and controlled;

work activities and outcomes are recorded and reported; and

if applicable, how performance measures (other than any KPIs in Attachment B, which are addressed in the SMP) will be measured, recorded and reported.

Note to drafters: Amend the following clause as per the reviews applicable to these Services.

The [...PLAN...] shall detail the arrangements for addressing [...SERVICE...] issues at the review meetings required under the Contract, including the [...SERVICE...] Reviews and Contract Performance Reviews.

Note to drafters: Progress Reports are working-level reports for an individual Service, used to report, generally, on a weekly or monthly basis (as scheduled in the SOW). The Contractor defines the required content of the report in this plan, to address the nature of the Service (as described in the SOW), and which is Approved by the Commonwealth as part of the plan. If applicable, the requirement to deliver Progress Reports will need to be included in the relevant Services clause of the SOW (eg, clause 4 or 5, NOT clause 3, Service Management).

If [...SERVICE...] Progress Reports are required by the Contract, the content requirements for these reports shall be described in an annex to the [...PLAN...].

Note to drafters: Regarding ‘other means’ refer to clause 6.1.2 above. ‘Other means’ may include providing on-line access to quality procedures or referring to documents already included as annexes to the SMP.

Except where provided to the Commonwealth Representative through other means, the [...PLAN...] shall include, as annexes, all associated plans, procedures and instructions that are required to describe the management and provision of [...SERVICE...] Services.

* + 1. [...SERVICE...] Services Activities

The [...PLAN...] shall, for each [...SERVICE...] Service to be provided under the Contract, include:

the title of the Service;

an overview of the specific activities to be undertaken to provide the Service; and

the organisation(s) responsible for conducting the specific activities.

* + 1. Customer Interface

The [...PLAN...] shall describe the interfaces between the Commonwealth and the Contractor required to undertake and to manage the Services.

The [...PLAN...] shall describe the Contractor’s expectations with respect to Commonwealth resources (including, if applicable, Government Furnish Material) needed to enable the Contractor to meet its obligations under the Contract, including types and quantities of resources, and where these requirements will be detailed.

* + 1. Personnel

The [...PLAN...] shall include, or refer to, position profiles for the Contractor’s [...SERVICE...] personnel (for individuals and teams, as applicable), including details of:

the duties to be undertaken;

licences, training qualifications or other required endorsements, as applicable;

required experience, if applicable; and

required competency assessments and/or other selection criteria, if applicable.

In addition to the requirements of clause 6.2.6.1, position profiles for the managers identified in response to clause 6.2.2.2, shall include details of:

the authority and related responsibilities to be held by a person in that position; and

formal qualifications and any other selection criteria needed for performing the role.

The [...PLAN...] shall describe the Contractor’s process for managing Services during an extended absence of personnel filling the positions identified in response to clause 6.2.6.2.

Note to drafters: Clause 6.2.6.4 is only required where a formal system is required to manage the appointment of personnel to positions of responsibility (eg, authority for making key decisions regarding the safety of personnel or the security of systems and data).

When applicable, the [...PLAN...] shall detail how staff positions with relevant authorities are managed, including by identifying the authorised personnel and responsibilities in an **‘Appointments Register’**. The Appointments Register shall contain:

identification details of the appointee;

the appointment and related position profile (from clauses 6.2.6.1 and 6.2.6.2);

the date of authorisation; and

the date authorisation was relinquished, if applicable.

The [...PLAN...] shall describe the Contractor’s approach to ensuring that sufficient numbers of competent personnel remain available for the performance of the Services under the Contract (including applicable recruitment and training processes).

* + 1. […INSERT SERVICES…] Management System

The [...PLAN...] shall describe the information system used for managing and recording [...SERVICE...] activities, including reference to associated documentation describing its use.

If the Contractor is provided with access to a Commonwealth information system the [...PLAN...] shall describe the arrangements for the Contractor’s work activities, in performing the [...SERVICE...] Services, to be entered and reported via that system.

If the Contractor is not provided with access to a Commonwealth information system the [...PLAN...] shall describe the arrangements for the Contractor’s data, for the work undertaken to perform the [...SERVICE...] Services, to be transferred to the Commonwealth and/or reported (including progress reporting in accordance with the response to clause 6.2.3.3).

* + 1. Technical Data and Documentation

The [...PLAN...] shall, in an annex or by reference, include a list of all required Technical Data including regulations, specifications, standards, manuals, safe-work method statements and other reference documentation, required to enable the [...SERVICE...] Services to be performed.

The [...PLAN...] shall describe the Contractor’s processes to review and ensure the currency of the documents identified in response to clause 6.2.8.1, including methods to identify and ensure the use of authorised versions of those documents.

The [...PLAN...] shall describe the requirements for updating, processing and, if applicable transcribing to the […INSERT SERVICES…] Management System described under clause 6.2.7, registers, logs, completion certificates or other lists used in the recording of the [...SERVICE...] Services.